

### **Case Manager/Assistant Work Experience Crew Leader**

1. Communicate effectively with a variety of people, including in person, by phone/email and through reports. (4 – Health related Outreach)
2. Help provide leadership within the crew participants. Assist with outreach, orientation and celebration activities. (4 – Health related Outreach)
3. Help individuals navigate through systems such as emergency shelters, day centers, mental health services and sober living environments and other social/emotional/economic supports with client driven plans, goals and support to meet outcomes. (4 – Health related Outreach) (6 – Health related Referral, Monitoring and Coordination)
4. Provide health and Medi-Cal and CalFRESH outreach, information, referral, eligibility, and access assistance as needed by participants. (4 – Health related Outreach) (6 – Health related Referral, Monitoring and Coordination) (8-Medi-Cal application related)
5. Engage, maintain and track active caseload of participants that focuses on increasing safety, well-being and goal attainment. (6 – Health related Referral, Monitoring and Coordination)
6. Provide direct client assistance including limited case management, job/application processes (8 – Medi-Cal application), eligibility requirements (8 – Medi-Cal applications), reporting, and client services including information and referral. (6 – Health related Referral, Monitoring and Coordination)
7. Provide harm reduction strategies including 1:1 mentoring, advocacy and systems navigation. (15 & 17 Health related Program Planning and Development)
8. Work collaboratively with City of Watsonville partners and other local services agencies. (15 & 17 Health related Program Planning and Development)
9. Complete daily Medi-Cal Administrative Activities (MAA) time survey. (20)
10. Attends training related to the performance of MAA. (20)

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Employee Signature (please sign in blue ink)

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Date

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Employee Name (printed)